



## Employee Position Description

| <b>Position Details</b>   |   |   |
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| <b>Position Title:</b> Family Clinician   | <b>Department:</b> North East Metro Mental Health and Wellbeing Connect   | <b>Agreement:</b><br><i>Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022</i> |
| <b>Reports To:</b><br>Team Leader, Mental Health and Wellbeing Connect  | <b>Location:</b> Lilydale- with requirement to work at North East Metro Mental Health and Wellbeing Connect Satellite Site of Ashburton |   |
| <b>Direct Reports:</b> N/A  | <b>Employment Status:</b> Permanent Part Time   | <b>Classification:</b><br>Social and Community Service Employee Level 5   |
| <b>Position Primary Purpose</b>   |   |   |
| <p>The North East Metro Mental Health and Wellbeing Connect Family Clinician will provide counselling, family therapy and Single Session Family Consultation for families, carers and supporters of people with mental health and/or substance use challenges.</p> <p>This role aims to provide effective, accessible and quality care to families and carers of people with mental health and/or substance use challenges. This may include undertaking assessments, developing goals with families, carers and other professionals. The Family Clinician will work as a part of the Mental Health and Wellbeing Connect team and deliver educational and support groups to families and carers, providing family single session therapy where appropriate and referral to additional specialist supports and advocacy where required. Services may be delivered in person or via telehealth.</p> <p>This position will sit across the Mental Health and Wellbeing Connect hub and/or satellite sites to maximise families' easy access to services. This position may be required to provide services out of hours or on Saturdays. Supported by the Mental Health and Wellbeing Connect Team Leader and Program Manager, the Family Clinician will work to inspire hope and confidence in families, carers and supporters to achieve improved health and wellbeing with a focus on their strengths and resilience as part of their caring journey.</p> |   |   |

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| Decision Making Authority   | Key Relationships   |
|---|---|
| <b>Decisions in line with the Access HC (as consortium lead)</b><br><b>Delegation of Authority Policy</b> | <p><b>Internal</b></p> <p>Mental Health and Wellbeing Connect staff including:<br/>         Team Leader – Mental Health and Wellbeing Connect<br/>         Lived/Living Experience Practice Lead<br/>         Manager- Mental Health and Wellbeing Connect<br/>         Family and Carer Peer Workers<br/>         Volunteers</p> <p>AccessHC staff including:<br/>         Alcohol and Other Drug (AOD, headspace and Mental Health teams<br/>         Child and Family + Family and Wellbeing Teams<br/>         Service Connection and Customer Service Teams<br/>         Health Promotion Team<br/>         Community Impact Team<br/>         Other teams as needed</p> <p><b>External</b></p> <p>Partner agencies' staff<br/>         GP, community health, mental health and AOD services<br/>         Family and Carer services<br/>         Aboriginal health services<br/>         Tertiary mental health services</p> <p><b>External</b></p> <p>Mental Health and Wellbeing Connect consortium partners including Inspiro, Self Help Addiction Resource Centre (SHARC) and healthAbility<br/>         Tandem and other carer support services<br/>         Other Mental Health and Wellbeing Connects<br/>         Other community health organisations as needed</p> |

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| Key Accountabilities    |   |
|-------------------------|---|
| Focus Areas             | Responsibilities  |
| <b>Service delivery</b> | <ul style="list-style-type: none"> <li>Deliver family counselling to family and carers of people affected by mental health or substance use concerns utilising evidence-based family therapy approaches. Services can be provided inclusive of the person being cared for, or to individual members of the family (without the person being cared for present)</li> <li>Conduct assessments and develop individual and/or family treatment plans</li> <li>Provide brief and medium-term interventions to support families in their role as carers, including provision of single-session family consultation, where indicated</li> <li>Work from a systemic approach and utilise contemporary family therapy approaches, i.e., solution-focussed and narrative approaches, behavioural family therapy etc.</li> <li>Provide support and psychoeducation to families and carers to increase an understanding of the symptoms of the mental illness and substance use and their impact on families</li> <li>Alongside Family and Carer Peer Workers, assist family members in developing an understanding of the concept of recovery and change process, while fostering a sense of hope</li> <li>Assess risk and develop collaborative and trauma-informed risk management plans for family members and carers utilising AccessHC Local Protocols</li> <li>Facilitate family members' skills building in areas such as self-care, personal resilience, positive communication, problem-solving and negotiating healthy boundaries while promoting a notion of connection, compassion and capacity to repair relationship raptures if occur</li> <li>Participate in the development and delivery of therapeutic/support group programs</li> <li>Utilise client engagement strategies that are flexible and include a collaborative approach with other family members and other services.</li> <li>Participate in shared care with internal and external services, including attendance at care team meetings, case coordination and clinical reviews where appropriate</li> <li>Work within the scope of practice defined for the role and as agreed with line manager</li> <li>Provide services in both face-to-face and telehealth modalities, including at satellite locations</li> </ul> |

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| Key Accountabilities   |   |
|--|---|
| Focus Areas  | Responsibilities  |
| <b>Quality, Safety, Reporting and Clinical Governance</b>      | <ul style="list-style-type: none"> <li>• Complete accurate, timely and professional clinical record keeping and documentation and maintain client files in compliance with organisational and professional guidelines</li> <li>• Complete mandatory client contacts, outcome measures and report activity levels as required to support team/s meeting KPI obligations</li> <li>• Participate in regular staff meetings, operational (line management) supervision and as directed by Team Leader and Manager Mental Health and Wellbeing Connect</li> <li>• Participate in regular clinical supervision with a qualified supervisor which includes self-reflection, self-care and identification of needs</li> <li>• Ensure all legislative requirements (including those relating to mandatory reporting) are followed and all clinical and OH&amp;S incidents/hazards are accurately and promptly reported.</li> <li>• Ensure all procedures and policies are followed to support safe and effective service delivery (including occupational health and safety standards) and participate in quality improvement where required</li> <li>• Maintain registration with relevant professional body (i.e., AHPRA or AASW) where relevant and ensure all registration requirements are met</li> <li>• Maintain a professional code of conduct (including the Child Safety Code of Conduct) and participate in on-going professional development in accordance with annual work plans</li> </ul> |
| <b>Program Evaluation and Team Participation</b>               | <ul style="list-style-type: none"> <li>• To engage in the evaluation and reporting of the service outcomes</li> <li>• Undertake and/or support continuous quality improvement and evaluation activities</li> <li>• Participate in other program development work as required</li> <li>• Contribute to the Mental Health and Wellbeing Connect team and participate in a supportive team culture</li> </ul>  |
| <b>Networking, Liaison, Partnerships and Capacity Building</b> | <ul style="list-style-type: none"> <li>• Actively participate and work cooperatively within the multidisciplinary team, collaborative partner organisations and with other key stakeholders</li> <li>• Develop and maintain appropriate networks and resources to enable the referral of consumers to broader health and community services</li> <li>• Work with Mental Health and Wellbeing Connect and AccessHC colleagues to promote the principles of a family-focused and recovery-oriented clinical practice that is informed and led by the experience and involvement of lived experience workers to enhance other services' capacity to better service families and carers</li> <li>• Represent the service as required in a professional and ethical manner</li> </ul>  |

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| Key Accountabilities                              |   |
|---|---|
| Focus Areas                                       | Responsibilities  |
| <b>Mental Health and Wellbeing Connect values</b> | <p>Through actions and behaviour, demonstrating the North East Family and Carer-led Centre values of:</p> <ul style="list-style-type: none"> <li>• Self-determination</li> <li>• Equity</li> <li>• Collaboration</li> <li>• Respect</li> <li>• Innovation</li> <li>• Community</li> </ul>   |
| <b>Governance and Compliance</b>                  | <ul style="list-style-type: none"> <li>• Acting in accordance with Mental Health and Wellbeing Connect and AccessHC policies, procedures and codes of conduct.</li> <li>• Maintaining updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participating in mandatory training requirements, including induction and ongoing professional development, to support the delivery of safe and effective services.</li> </ul> |
| <b>Workplace Health and Safety</b>                | <ul style="list-style-type: none"> <li>• Acting in accordance with Mental Health and Wellbeing Connect and Access HC health and safety policies and procedures at all times.</li> <li>• Taking reasonable care of own health and safety and that of other people who may be affected by conduct.</li> </ul>   |

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| <b>Selection Criteria</b>   |   |
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| <p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• International Police Check (if lived overseas for more than 12 months)</li> <li>• Working With Children Check</li> <li>• Professional registration</li> <li>• Driver's Licence</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in social work, psychology, counselling, alcohol and other drugs or related disciplines</li> <li>• Demonstrated experience in the provision of family counselling, single session family therapy and other family interventions in mental health, alcohol and other drugs, community or similar health services (minimum 2 years' experience)</li> <li>• Demonstrated understanding of trauma informed practice, recovery-oriented and strengths-based approaches and family-inclusive practice</li> <li>• Demonstrated experience in clinical risk assessment and management</li> <li>• Demonstrated understanding of the key issues affecting families, carers and supporters of people with mental health and/or substance use challenges, and how these may intersect with physical health, gambling, neurodevelopmental conditions, intellectual and physical disabilities</li> </ul> | <p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Ability to demonstrate empathy and understanding of the diverse needs and experiences of families, carers, kin and supporters.</li> <li>• Excellent communication, listening and engagement skills and commitment to a collaborative, shared care approach</li> <li>• Demonstrated behaviours consistent with North East Metro Mental Health and Wellbeing Connect values</li> <li>• Effective time management, prioritization and problem-solving skills</li> <li>• High level of cultural sensitivity and awareness, and the ability to work safely and effectively with people from diverse backgrounds, including First Nations, culturally and linguistically diverse and LGBTIQA+ communities</li> <li>• Commitment to accepting people's differences and to respecting the rights of others to make their own choices</li> <li>• Ability to work independently and as part of a multi-disciplinary team</li> <li>• Computer literacy, including proficiency in Microsoft programs such as Word and Outlook</li> <li>• Willingness to expand your current skillset to meet the needs of the service</li> </ul> |

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*The North East Metro Mental Health and Wellbeing Connect is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or alcohol and other drug recovery experience, and those with diverse genders and sexualities. We also support Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds. As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Worker Screening Check, Working with Children Check, Police Check and/or an International Police Check.*

**Authorisations**

**Employee Name:**

**Signature:** \_\_\_\_\_

**Date:** / /

**Manager Name:**

**Signature:** \_\_\_\_\_

**Date:** / /

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